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[New Hampshire Code of Administrative Rules](#)
[Env-Ws 360-362](#)

PART Env-Ws 360 GENERAL OPERATIONAL REQUIREMENTS OF A PUBLIC WATER SYSTEM

Env-Ws 360.01 Notification of Impairment.

(a) The division shall be notified whenever, due to flood, storm or other cause, treatment of a public water supply is interrupted, or the source of the supply is damaged or depleted so as to impair, or likely to impair, the quality or the sufficiency of the supply. The person, firm or corporation, including municipal corporation, in charge of such supply shall be responsible for the notification.

(b) Such notification shall be made promptly either by telephone, messenger or whatever other means of rapid communication is available.

Source. (See Revision Note at chapter heading for Env-Ws 300) #6521, eff 6-4-97

Env-Ws 360.02 Notice of Change of Personnel.

(a) The owner of a public water system shall notify the division whenever a change occurs in any of the following staff personnel or those firms providing service to the system which will effect compliance with division rules:

- (1) System name;
- (2) Owner;
- (3) Owner's representative;
- (4) Sampling agent;
- (5) Billing agent;
- (6) Repair company;
- (7) Certified operator;
- (8) Laboratory used for bacterial monitoring; and
- (9) System name.

(b) The notice required in paragraph (a) above shall include the following:

- (1) Name of party;
- (2) Street address or box #;

- (3) Town;
- (3) State and zip code;
- (4) Home telephone number(s); and
- (5) Work telephone number(s).

(c) This notice shall be made not later than 10 days following the change.

(d) When a public water system is sold, the parties noted below shall have the following responsibilities:

- (1) The previous owner shall notify the division one month before the anticipated sale date; and
- (2) The new owner shall notify the division within 10 days after the sale.

(e) The system owner shall be required to obtain division approval prior to locating or installing a new source. Such approval shall also be obtained before modifications to the distribution system and storage tankage.

[Source.](#) (See Revision Note at chapter heading for Env-Ws 300) #6521, eff 6-4-97

Env-Ws 360.03 Operational Responsibility. - RESERVED

[Source.](#) (See Revision Note at chapter heading for Env-Ws 300) #6521, eff 6-4-97

Env-Ws 360.04 Operational Manual.

(a) For new public water systems, an operations manual shall be made available by the system builder prior to the initial date of start-up. This manual shall be subject to inspection at the time of the final certified inspection required of a new systems in Env-Ws 372 and a copy shall be submitted for the division's record.

(b) The manual shall include:

- (1) A description of how the system functions;
- (2) A performance specifications and description of how of each equipment component functions;
- (3) A description of the maintenance action required for each equipment component and the appropriate frequency; and

(4) Appropriate forms for such records.

(b) All existing public water systems shall have an operations manual as described above.

(c) The operations manual shall be updated whenever a substantial new facility, source or new treatment process is added to the system.

[Source.](#) (See Revision Note at chapter heading for Env-Ws 300) #6521, eff 6-4-97

Env-Ws 360.05 Water System Operational Rules. - RESERVED

[Source.](#) (See Revision Note at chapter heading for Env-Ws 300) #6521, eff 6-4-97

Env-Ws 360.06 Termination of Service.

(a) As a last resort, the owner of the water system may terminate a customer's service for cause as specified in the water system's legally adopted rules.

(b) Reasons identified by the owner for such termination may include any or none of the following:

(1) Failure to pay a legal bill;

(2) Misappropriation of water by the customer; or refusal by the customer to give reasonable access to the customer's premise for necessary inspection of water system property;

(3) Failure by the customer to address a condition that could contaminate the water system;

(4) Violation of water use bans imposed by the utility including but not limited to, exterior water use when a use restriction has been imposed by the utility; and

(5) Violation of formally adopted water utility rules where service termination shall have been identified as a penalty for violation.

(c) Before service is terminated the customer shall be notified by registered mail by the system at least twice so as to provide at least 21 and 7 days advanced notice.

(d) Systems registered with the public utility commission shall use the termination procedure specified in their PUC franchise and tariff.

[Source.](#) (See Revision Note at chapter heading for Env-Ws 300) #6521, eff 6-4-97

Env-Ws 360.07 Submission of Production and Treatment Forms.

(a) Each public water system providing treatment shall report monthly on the system's production rate and performance of the treatment process.

(b) Reportable factors shall include:

- (1) Type of chemical used;
- (2) Total quantity of chemical used daily;
- (3) Analytical tests determining the concentration of additives; and
- (4) Total gallons produced daily.

(b) These reports shall be received by the division by the 10th day of the following month.

[Source.](#) (See Revision Note at chapter heading for Env-Ws 300) #6521, eff 6-4-97

Env-Ws 360.08 Priority Repair Arrangement.

(a) Where "in house" system repair capability does not exist, the water system owner shall establish separate repair agreement for both the distribution piping system and pumps and controls.

(b) This agreement shall require the repair company to prioritize the repair of a damaged public water system before other types of business.

[Source.](#) (See Revision Note at chapter heading for Env-Ws 300) #6521, eff 6-4-97

Env-Ws 360.09 Notice of Planned Outages.

(a) The system shall notify customers at least two days in advance of scheduled maintenance activities which will result in the meaningful shut down of the system or likely interruption of service.

(b) This notice shall be in writing and be delivered to each home when the system serves less than 100 customers. Where over 100 customers, notice may be published in a newspaper of general circulation for that area. Where newspaper publication is used the notice shall be published at least twice with the latter publication at least two days before the anticipated beginning of work.

(c) If a lot owner's association exists, it shall also be notified.

[Source.](#) (See Revision Note at chapter heading for Env-Ws 300) #6521, eff 6-4-97

Env-Ws 360.10 Responsibility to Promptly Repair and Maintain a Public Water System.

(a) Public water system owners shall be required to take all appropriate actions to promptly repair and fully maintain the operational readiness of the system.

(b) This shall include:

(1) The preparation and implementation of a preventative maintenance program; and

(2) The prompt repair of failed or impaired facilities.

Source. (See Revision Note at chapter heading for Env-Ws 300) #6521, eff 6-4-97

Env-Ws 360.11 Required Action After Mechanical Breakdown or Other Failure of a System.

(a) The water system shall initiate one or more of the following actions when the system experiences a mechanical failure, water main break, power failure, or observes an unexplained change in the water quality in the distribution system:

(1) Disinfection;

(2) Bacterial testing;

(3) Flushing; and

(4) Public Notice to consumers.

(b) The action(s) taken shall be determined by the system after a careful analysis of the event.

Source. (See Revision Note at chapter heading for Env-Ws 300) #6521, eff 6-4-97

Env-Ws 360.12 Inspection Frequency of Public Water Systems.

(a) The owner, or operator when directed by the owner, of a public water system shall inspect the system in accordance with the following:

(1) Source pumping stations and booster stations with no treatment shall be inspected at least once per month;

(2) Facilities such as pressure reducing vaults and air release valves shall be inspected at least once every 6 months;

(3) Health-related non-acute single function treatment processes of chemical addition shall be inspected at least every other day;

(4) Bacterial health-related single function treatment processes, where contaminants exist above the MCL, shall be inspected at least every

day. Treatment processes related to nitrate/nitrite shall be visited weekly;

(5) Full surface water filtration facilities, except for slow sand filtration facilities, shall be manned at least daily for at least 3 hours; and

(6) Non-health related treatment facilities other than slow sand filter facility shall be inspected at least once a week.

(b) A reduction of the inspection frequencies specified above may be sought by the system owner based on:

(1) The type of contaminant;

(2) The level of equipment duplication and backup; and

(3) The level of online telemetered monitoring of the contaminant concentration.

(c) The individual conducting the inspection shall have knowledge of the facilities and functions requiring action or maintenance, however this individual shall not be required to be the certified operator.

(d) The certified operator shall determine the specific functions to be accomplished at these inspections.

(e) The owner, or operator if directed by the owner, shall keep records of all inspections. These records shall be available for review by division staff.

[Source.](#) (See Revision Note at chapter heading Env-Ws 300) #6521, eff 6-4-97

Env-Ws 360.13 Evaluating Supply Adequacy.

(a) The water system owner shall review, periodically as needed, the supply capability of the water supply versus customer demand for the purpose of ensuring that the system can meet its obligations to customers.

(b) Where it appears that demand will exceed supply, as an emergency or short-term measure the water utility shall take appropriate action(s) to reduce nonessential demand. Reduction of demand shall be considered as an emergency response achievable by directive from the utility to the customers. The utility shall be the party that defines nonessential demand.

(d) A utility shall inform the DES of any actions to reduce customers demand.

(e) In the longer term, if demand continues to exceed supply, the water utility shall develop additional supply sources.

(f) Reoccurring annual water bans shall not be considered emergency situations and shall not be used indefinitely to control demand.

(g) The utility may modify long term demand by:

- (1) Adjusting water rates;
- (2) Installing water meters;
- (3) Requiring installation of water conservation devices; and
- (4) Other methods commonly used within the water utility industry.

[Source.](#) (See Revision Note at chapter heading Env-Ws 300) #6521, eff 6-4-97

Env-Ws 360.14 Emergency Plans for Community Water Systems.

(a) The owner of each community water system shall prepare an emergency plan to address emergency situations.

(b) An emergency situation shall include, but not be limited to:

- (1) A failure or significant unplanned or emergency interruption in key water treatment processes;
- (2) A natural disaster that disrupts the water supply distribution system; and
- (3) A spill of chemical or biological substances into the source water that significantly increases the potential for drinking water contamination;

(c) The emergency plan shall include the following:

- (1) An organizational chart identifying the individuals responsible for making decisions and describing the responsibilities of each person during an emergency situation;
- (2) A description of how applicable local officials and the general public will be notified of an emergency situation;

(3) The addresses, emergency, and non-emergency telephone numbers of the following local officials and agencies including, but not limited to:

- a. The fire department;
- b. The police department;
- c. The ambulance service;
- d. The health officer;
- e. The certified water system primary operator(s); and
- f. The owner(s) of abutting water system(s);

(4) The emergency and non-emergency telephone numbers of the following state agencies including, but not limited to:

- a. The state police;
- b. The department's water supply engineering bureau;
- c. The office of emergency management; and
- d. The office of community and public health;

(5) The names, emergency and non-emergency telephone numbers for local service and repair contractors which might be needed in an emergency, including but not limited to:

- a. An electrician;
- b. The electric utility;
- c. A pump specialist; and
- d. A soil excavator;

(6) The names, emergency, and non-emergency telephone numbers for service customers with unique water supply needs, including, but not limited to:

- a. All hospitals;
- b. All nursing homes; and

c. All elderly housing facilities;

(7) A description of how the water supply needs of service customers specified in (6) above, will be met;

(8) A list of the community water system's primary components, including, but not limited to:

a. All active wells;

b. All operable inactive wells;

c. All surface sources;

d. All source and distribution pump stations;

e. All water treatment facilities; and

f. All storage tanks;

(9) An up-to-date conceptual plan of the water system, showing:

a. The locations of those features listed as required in (8) above;

b. All distribution lines; and

c. All shutoff valves to isolate sections of the water distribution system;

(10) A description of the community water system that includes at least the following:

a. The total production capacity of each active and inactive well;

b. The total storage capacity of the system;

c. The average and maximum daily demand of the system; and

d. The system's ability to isolate sections of the distribution system;

(11) A description of short-term measures the community water system could use during an emergency situation, including, but not limited to:

- a. Instituting a boil order;
- b. The use of bottled water;
- c. Imposing water use restrictions; and
- d. Purchasing bulk water from a tank truck;

(12) A description of long-term measures the community water system could implement to address an emergency situation, including, but not limited to:

- a. Water conservation;
- b. Development of new sources of water;
- c. Tie-in to adjacent water supply systems; and
- d. Installation of water treatment; and

(13) A description of follow-up action and responsibility for returning to regular system operation.

(c) The owner of a community water system serving 501 or more persons shall include in the emergency plan, the following:

(1) The name, address, emergency and non-emergency telephone numbers of the following:

- a. The water system superintendent;
- b. Local newspaper(s); and
- c. Local radio station(s);

(2) A list of major equipment available to repair the system; and

(3) A description of existing information relative to the hydraulic connection of all wells to estimate the extent to which a contamination event would affect total production capacity, if available.

(d) The owner of a community water system shall submit an emergency plan to the department within one year of the effective date of this section.

(e) The water system owner shall sign and date the emergency plan prior to submittal to the department.

(f) The water system owner and primary operator shall annually review the emergency plan, and shall update the plan as necessary to reflect current information.

(g) The system owner shall file the most recent emergency plan with the department at least once every 6 years.

(h) The emergency plan shall be available for review during each scheduled sanitary survey as required by Env-Ws 306.

Source. #7673, eff 4-6-02

PART Env-Ws 361 - RESERVED

PART Env-Ws 362 MAINTENANCE RESPONSIBILITIES

Env-Ws 362.01 Definitions.

(a) "Tie Location" means records of the precise dimensions of buried utility lines, valves, and other facilities.

Source. (See Revision Note at chapter heading for Env-Ws 300) #6521, eff 6-4-97

Env-Ws 362. 02 General System Maintenance.

(a) Each public water system shall have a maintenance schedule for all of the following functional components of the system:

- (1) Wells, reservoirs and intakes;
- (2) Pump station;
- (3) Electrical equipment and controls;
- (4) Storage tanks; and
- (5) Distribution system.

b) This schedule shall consider those frequencies commonly used in the water works industry.

Source. (See Revision Note at chapter heading for Env-Ws 300) #6521, eff 6-4-97

Env-Ws 362.03 through Env-Ws 362.09 - RESERVED

Source. (See Revision Note at chapter heading for Env-Ws 300) #6521, eff 6-4-97

Env-Ws 362.10 Source Pump Test. Wells serving community water systems shall be pump tested every five years to verify the safe yield and confirm the proper operation and sizing of the pump.

[Source](#). (See Revision Note at chapter heading for Env-Ws 300) #6521, eff 6-4-97

Env-Ws 362.11 through Env-Ws 362.39 - RESERVED

[Source](#). (See Revision Note at chapter heading for Env-Ws 300) #6521, eff 6-4-97

Env-Ws 362.40 Distribution System Flushing.

- (a) All systems shall be flushed on a periodic basis. The flushing frequency shall be at least annually and shall be sufficient to ensure the system's water quality and maintain the cleanliness of the distribution piping.
- (b) Flushing shall be carried out at times of minimum system usage.
- (c) Notice of scheduled flushing shall be given, by the system, to each customer, where less than 100 customers, at least one week in advance of the intended schedule of flushing. When over 100 customers are served, minimum notice shall be by publishing a copy of the notice in a newspaper of general circulation for that area at least one week before the flushing begins.
- (d) The flushing shall be continued for a sufficient amount of time to clean the distribution system of poor quality water and sediment. Flushing flow rate shall be not less than 2.5 feet per second.

[Source](#). (See Revision Note at chapter heading for Env-Ws 300) #6521, eff 6-4-97

Env-Ws 362.41 Distribution Valve Operation. All distribution system gate valves shall be fully turned on an annual basis. This activity shall be scheduled at times of minimum customer usage.

[Source](#). (See Revision Note at chapter heading for Env-Ws 300) #6521, eff 6-4-97

Env-Ws 362.42 Service Line Maintenance Policy. - RESERVED

[Source](#). (See Revision Note at chapter heading for Env-Ws 300) #6521, eff 6-4-97

Env-Ws 362.43 Updating Distribution Records.

- (a) Each public water system shall update, on an annual basis, their overall distribution system map.
- (b) Each community water system shall update their detailed dimensional records, often call "tie locations" of the following appurtenances, on an annual basis:

- (1) Gate valves;
- (2) House service shut off; and
- (3) Fittings including:
 - a. "Tee";
 - b. "Reducers";
 - c. Elbows;
 - d. Offsets; and
 - e. Caps.

(c) A revised copy of this updated distribution plan shall be submitted to the division once every 5 years with the next submittal occurring before Dec. 31, 1998.

(d) The submission of tie location records shall not be required however the complete set of such measurements shall be subject to review at the time of the field sanitary survey.

[Source.](#) (See Revision Note at chapter heading for Env-Ws 300) #6521, eff 6-4-97

Env-Ws 362.44 through Env-Ws 362.69 - RESERVED

[Source.](#) (See Revision Note at chapter heading for Env-Ws 300) #6521, eff 6-4-97

Env-Ws 362.70 Storage Tank Inspection and Maintenance.

(a) The insides of all storage tanks shall be inspected once every 5 years.

(b) Metal surface shall be painted or otherwise protected as determined by the system owner, using materials approved in accordance with part Env-Ws 305.

[Source.](#) (See Revision Note at chapter heading for Env-Ws 300) #6521, eff 6-4-97